



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SOCIAL WORKER I	Class No. 005235
SOCIAL WORKER II	Class No. 005265
SOCIAL WORKER III	Class No. 005260

■ CLASSIFICATION PURPOSE

To perform casework services that include assessing social service needs, making appropriate referrals, and providing information to individuals eligible for social services; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Incumbents in the Social Worker class series perform a wide variety of casework assignments related to social, educational, physical and psychological dysfunctions. Positions in these classes are allocated primarily to the Health and Human Services Agency (HHSA). This class series is distinguished from the Human Services Specialist class series in that the latter perform technical work in determining eligibility for public assistance.

Social Worker I:

This is the entry-level class in the social worker series. Under general supervision, incumbents independently perform assessments, make appropriate referrals, and provide consultation and casework services to clients.

Social Worker II:

This is the journey-level class. Under general supervision, incumbents perform the full range of assessments and casework services in social services programs.

Social Worker III:

This is the lead level class. Under general supervision, incumbents are responsible for more difficult cases and provide technical guidance and training to lower classes. Incumbents may act in the absence of a supervisor, and provide consultation for Employment, Foster Care, In-Home Support, and Licensing social workers.

■ FUNCTIONS

The examples of functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions

The following apply to all classes:

1. Interviews, investigates, and employs other data gathering methods to acquire diagnostic information from clients.
2. Identifies, assesses, and treats social, educational, physical, and psychological dysfunction among referees and clients.
3. Determines program eligibility.
4. Recommends placement facilities and develops service plans.
5. Explains qualifications to applicants wishing to be licensees for foster homes or residential care facilities.
6. Follows up on clients' progress and evaluates treatment plans.
7. Prepares and writes professional reports, letters, and case summaries.
8. Supervises visits between parents and children.

9. Transports children to appointments, therapy sessions and doctor visits.
10. Coordinates training for clients in the Welfare to Work Program with employers and training programs.
11. Negotiates and executes contracts with client's employers.
12. Completes statistical surveys and research projects relevant to program activities.
13. Exchanges information with co-workers and individuals outside of the Agency.
14. Reads literature, laws, and regulations related to the social work profession.
15. Attends training to develop and enhance social work knowledge and skills.
16. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
17. May act as case managers in Adult Services, Employment Services, or In Home Support Services as Assigned.

Social Worker III only (in addition to the above):

1. Provides professional case consultation to fellow workers to resolve problem situations.
2. Performs lead work and acts in the absence of a supervisor.
3. Acts as case manager for homeless families, offering referrals to county resources.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to all classes:

- Human behavior theory.
- Public relations, principles, and practices.
- Protection and placement techniques related to children, families, and/or adults.
- Principles and practices of social work.
- Public social service programs on the Federal, State, and local level.
- Rules and regulations governing the provision of social services.
- San Diego County policies and procedures governing the provision of social services.
- Current trends and issues in the field of social work.
- Principles of interviewing for the purpose of acquiring diagnostic information and recommending treatment plans.
- Methods of identifying and assessing social needs.
- Psychosocial treatment modalities.
- Various socio-economic, cultural, and ethnic trends, conditions, and expectations.
- Community and agency resources providing social service benefits.
- Employment planning and training and job readiness techniques.
- County customer service objectives and strategies.

Social Worker III only (in addition to the above):

- Principles of lead work.

Skills and Abilities to:

The following apply to all classes:

- Comprehend and apply laws, regulations, policies, and procedures relative to the provision of social services.
- Appropriately identify, assess and diagnose clients, and develop appropriate treatment plans utilizing community resources and psychosocial treatment modalities.
- Interview for the purpose of acquiring diagnostic information and developing treatment plans.
- Exercise tact, objectivity, sensitivity, strategy, and judgment in dealing with a variety of people in a variety of situations.
- Communicate effectively with people of various educational, socio-economic, and cultural backgrounds.
- Establish and maintain effective and coordinated working relationships with individuals, groups, and community agencies.
- Write clear, concise, and accurate case summaries and reports.
- Counsel clients regarding money management and other basic life skills.
- Manage a large caseload within deadlines and established agency policies.
- Communicate effectively orally and in writing.

- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information.
- Analyze and project consequences of decisions and/or recommendations.

Social Worker III only (in addition to the above):

- Provide technical guidance and training to lower classes.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Social Worker I:

1. An Associates degree from an accredited college or university which must have included at least 24 units of social science, behavioral science, or a closely related field; or two (2) years of full-time completed college or university level coursework which must have included at least 24 units of social science, behavioral science, or a closely related field; OR;
2. Two (2) years of social casework or eligibility casework experience with a public or private agency/organization; OR;
3. Two (2) years of any combination of college level education and social services work experience as stated above.

Social Worker II:

1. Two (2) years of full time experience as a Social Worker I with the County of San Diego; OR;
2. A Bachelor's degree from an accredited college or university which must have included at least 24 units of social science, behavioral science, or a closely related field; OR;
3. An Associates degree from an accredited college or university which must have included at least 24 social science, behavioral science, or a closely related field, AND two years of social casework or eligibility casework experience with a public or private agency/organization; OR;
4. Four (4) years of social casework or eligibility casework experience with a public or private agency/organization; OR;
5. Four (4) years of any combination of college level education and social services work experience as stated above.

Social Worker III:

1. One (1) year of full time experience as a Social Worker II with the County of San Diego; OR;
2. A Bachelor's degree from an accredited college or university which must have included at least 24 units of social science, behavioral science, or a closely related field AND one (1) year of social casework or eligibility casework experience with a public or private agency/organization OR;
3. Five (5) years of social casework or eligibility casework experience with public or private agency/organization; OR;
4. Five (5) years of any combination of college level education and social services work experience as stated above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds. Incumbents may occasionally be required to lift and secure children weighing up to 60 pounds into vehicle safety seats are required by law.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in these classes, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in these classes may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Incumbents in these positions work in the field, conducting visits in homes and schools and encounter persons that are hostile and potentially violent.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period in accordance with Civil Service Rule 4.2.5.

- Social Worker I: 12 months
- Social Worker II: 6 months
- Social Worker III: 6 months

New: March 1, 1962
Revised: March 8, 1965
Retitled: July 12, 1966
Revised: October 25, 2005

Social Worker I (Class No. 005235)
Social Worker II (Class No. 005265)
Social Worker III (Class No. 005260)

Union Code: SW	Variable Entry: Y
Union Code: SW	Variable Entry: Y
Union Code: SW	Variable Entry: Y